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IVS Computer Technology

Fax

To:	Attorney General John Ashcroft	**From:**	Pamela Quattlebaum
Fax:	1-202-307-1454 or	**Pages:**	2
Phone:		**Date:**	01/07/2002
Re:	Proposed Microsoft Settlement	**CC:**	

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Partnerships That Provide Solutions

January 7, 2002

Attorney General John Ashcroft
U.S. Justice Department
950 Pennsylvania Avenue, NW
Washington, DC 20530

Dear Mr. Ashcroft,

One of my greatest concerns over this Microsoft lawsuit is that we -- and all Microsoft customers and partners -- will lose a degree of technical support if this antitrust case is pursued. In our business, support is very important. We serve the educational community and deal with people who invariably do not have the computer proficiency that any number of software engineers would have. In our 10 years in the industry we have realized the value of strong companies that over time have a successful track record in innovative products and services.

It is therefore important for me – and my clients – to rely on the expertise of technical support among all our software solutions providers. I am hoping that the recently negotiated settlement will be sufficient and will be supported throughout this review process. After all, the settlement is realistic, and will benefit the software companies that we work with. They will be able to develop more effective programs, since Microsoft has agreed to redesign Windows, and disclose its internal interfaces, which will help software companies come up with creative programs that offer more options and function better on the Windows OS.

I am appreciative of having this opportunity to voice my support of this settlement, and further hope that no further federal action will be required. Thank you.

Sincerely,

Pamela Quattlebaum
Vice President Marketing and Business